

IN THE UNITED STATES PATENT OFFICE

In re patent application of: )  
 ) Before the Examiner  
Jeff H. Swartz )  
 )  
Serial No. New Application )  
 ) Group Art Unit  
Filed )  
 )  
**METHOD AND SYSTEM FOR** )  
**INFORMING CALLERS WITHIN A** )  
**QUEUE** ) July 12, 2000



INFORMATION DISCLOSURE STATEMENT

Hon. Assistant Secretary and  
The Director  
Washington, D.C. 20231

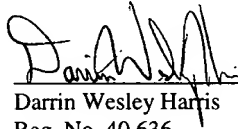
Sir:

Pursuant to the duty of disclosure in accordance with 37 C.F.R. §1.56, applicant  
the following references, which are also listed on the attached form PTO-1449. Copies of  
these references are also enclosed.

<u>Patent Number</u>	<u>Patentee</u>	<u>Issue Date</u>
4,788,715	Lee	Nov. 29, 1988
5,444,774	Friedes	Aug. 22, 1995
6,014,439	Walker et al.	Jan. 11, 2000

It is believed that Applicant's invention described and claimed in the accompanying application is distinguishable and patentable over these references. Consideration and substantive examination of this application is hereby requested.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "D. Harris", is written over a horizontal line.

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